



Behavioral Programs

**Life happens.
We can help.**
For whatever challenges
come your way.



Behavioral Programs

How we can help.

Challenges to mental well-being come in many forms, and so do the ways we can work through them. Whether you need help reducing stress, are feeling motivated to make a change in your life, or need to talk to someone, we offer a variety of behavioral support tools and services to help ensure you get the support that works best for you.

**Virtual
Counseling**

**Emotional
Health and
Wellbeing**

**Mental
Health**

**Substance
Use**

**Coaching and
Support**



Behavioral Programs



Virtual Counseling¹

Receive quality, behavioral health care without leaving home. Simply connect via your phone, computer or tablet and you can:

- Have access to more than 206,000* virtual providers.
- [Schedule appointments](#) online with licensed counselors or psychiatrists through our virtual only provider groups.
- Get access to providers with a wide variety of specialties such as autism and substance use, as well as providers who specialize in treating emergency responders.
- Receive confidential treatment for stress, anxiety, depression and other conditions from MDLIVE[®] behavioral care providers.
- Use new modality options, such as private text therapy with providers like Talkspace.²
- Use behavioral health coaching via text-based chats with Headspace Care. Includes self-guided learning activities, and, if needed, video-based therapy and psychiatry.³
- Access an app-based virtual counseling program for depression, anxiety or burnout with Meru Health.
- Access virtual behavioral health coaching for families and children ages 18 months through 17 years old with Brightline.³
- Obtain first-time appointments in two days or less through provider partners Alma, Bicycle Health, Brightside, Headway, Meru Health, and Path.³
- Use our Fast Access Network providers who offer first-time behavioral support appointments within five days.⁴
- Pay same out-of-pocket cost as an in-office visit when you use a virtual provider.
- Access virtual counseling, work/life referrals and resources if you have a Cigna HealthcareSM Employee Assistance Program (EAP) or Confide Behavioral Health Navigator enhanced EAP program.⁵ To learn more, visit [myCigna.com](#)[®].

Visit [myCigna.com](#) to find a provider.

* Unique provider data from August 2023, subject to change



Emotional health & well-being

Programs and digital tools, all at no additional cost to you.

Services to help manage life events:

- Up to three no cost sessions⁵ with a licensed clinician in our employee assistance program network.
- On-demand seminars, community resources and referrals on a range of topics.
- Virtual behavioral care allows you to speak with a counselor on your phone, tablet or home computer.

Find support for a range of topics, including:

- Anxiety, depression and stress management
- Parenting, relationships, child care and adoption
- Legal, identity theft and financial consultation services⁴

Self-service digital tools and resources

iPrevail⁵ offered through Cigna Healthcare provides on-demand coaching, personalized learning and caregiver support. Complete an assessment, receive a program tailored to your needs and get connected to a peer coach.

Happify³ offered through Cigna Healthcare is a self-directed program with activities, science-based games and guided meditations, designed to help reduce anxiety, stress and boost overall health.

Additional Resources

- [Find a provider⁶](#)
- [Managing Stress Toolkit](#)
- [Veterans support](#)
- [Health Assistant](#) (under the Wellness tab)

Mental Health

We can help you find support when you need it most. From inpatient and outpatient services to online tools, behavioral coaches, and educational support – we're here for you.



- **Centers of Excellence (COEs)**⁷ – We have a nationwide network of COEs which provide quality and affordable inpatient and residential care as well as partial hospitalization and intensive outpatient care, for mental health disorders.
- **Coaching and Support** – We provide dedicated support to help you and your family address challenges with autism spectrum disorder, eating disorders, and intensive behavioral case management. We also offer coaching and support for parents and families, which empowers individuals to be effective advocates for their child, loved one or for themselves.
- **New modality options**, such as private text messaging with providers like Talkspace, and behavioral health coaching via text-based chats with Headspace Care.³
- [Behavioral Awareness Series](#) – Free monthly seminars on topics including autism, eating disorders, substance use, children and families.
- [Find a provider](#) – Find a health care professional or facility in our network geared towards your needs.
- **Help Finding an Appointment** – Our team will reach out to providers and help you find an appointment based on your schedule.

If you or a loved one is in crisis, call the number on your ID card 24/7/365.



Substance Use

If you or a loved one are struggling with substance use, it can affect everything. We're here to help you on the road to recovery with inpatient and outpatient services, online tools, behavioral coaches, and educational support.

- **Centers of Excellence (COEs)** – We have a nationwide network of COEs which provide quality and affordable inpatient and residential care as well as partial hospitalization and intensive outpatient care, for substance use disorders.
- **Coaching and Support** – We help to remove barriers to accessing and engaging in substance use, opioid use and pain management treatment. We provide treatment resources and support too. Coaching and support for parents and families is also available. This program empowers parents and family members to effectively advocate for their loved one, or their own needs.
- **Virtual Medication – Assisted Treatment** and peer recovery support available.
- **New modality options**, such as private text messaging with providers like Talkspace, and behavioral health coaching via text-based chats with Headspace Care.³
- **[Behavioral Awareness Series](#)** – Find information to help understand risks, causes, and substance use support options – for you, or someone you know.
- Additional resources on [opioids](#).
- **[Find a provider](#)** – Find a health care professional or facility in our network geared to your needs.
- **Help Finding an Appointment** - Our team will reach out to providers and help you find an appointment based on your schedule.

If you or a loved one is in crisis, call the number on your ID card 24/7/365.



Coaching and Support

Our programs give you access to behavioral experts with extensive experience.

Our team can help you:

- Understand a behavioral diagnosis.
- Address challenges with autism spectrum disorders, eating disorders, substance use, opioid use and pain management.
- Learn about treatment choices and how your choices can affect what you'll pay out of pocket.
- Identify and manage triggers that affect your condition.
- Use a digital app that is available via tablet, PC or iPhone/Android app that allows for two-way communication with your behavioral coach.
- Find a health care professional or facility in our network geared to your needs.
- Visit myCigna.com or call the number on the back of your insurance card.
- **Find an appointment** – Our team will reach out to providers and help you find an appointment based on your schedule.

We also offer coaching and support for parents and families, which empowers individuals to be effective advocates for their child, spouse or family member, or receive help for their own needs.



Looking for help or more information?

We're here to help



Online at
myCigna.com



By Phone
call the number
on the back of
your ID card

1. Cigna Healthcare provides access to virtual care through national telehealth providers as part of your plan. This service is separate from your health plan's network and may not be available in all areas or under all plans. Referrals are not required. Video may not be available in all areas or with all providers. Refer to plan documents for complete description of virtual care services and costs. 2. For CA: Services may be available on an in-person basis or via telehealth from the enrollee's primary care provider, treating specialist, or from another contracting individual health professional, contracting clinic, or contracting health facility consistent with California law. Enrollees that have coverage for out-of-network benefits may receive services either via telehealth or on an in-person basis using the enrollee's out-of-network benefits. Note: out-of-network benefits, if available, will generally include higher out-of-pocket financial responsibility and no balance-billing protections. Please refer to your benefit plan documents for specific information about your benefit plan and out-of-network benefits. 3. Program services are provided by independent companies/entities and not by Cigna Healthcare. Programs and services are subject to all applicable program terms and conditions. Program availability is subject to change. These programs do not provide medical advice and are not a substitute for proper medical care provided by a physician. Information provided should not be used for self-diagnosis. Always consult with your physician for appropriate medical advice. 4. Per our agreement with contracted providers. Within five business days for first time appointment with non-prescriber; 15 business days for prescriber. 5. Please check with your employer to confirm services included in your plan. 6. Just because a health care provider is listed in the directory doesn't mean that your health plan will cover all services. Look at your official plan documents, or call the number listed on your ID card, for information about the services your plan covers. 7. The Cigna Healthcare Center of Excellence designation is a partial assessment of quality and cost-efficiency and should not be the only basis for decision-making (as such measures have a risk of error). Individuals are encouraged to consider all relevant factors and talk with their physician about selecting a health care facility. Quality designations and ratings found in Cigna Healthcare's online provider directories are not a guarantee of the quality of care that will be provided to individual patients. Providers are solely responsible for any treatment provided and are not agents of Cigna Healthcare.

EAP services are in addition to, not instead of, your health plan benefits. These services are separate from your health plan benefits and do not provide reimbursement for financial losses. Customers are required to pay the entire discounted charge for any discounted legal and/or financial services. Legal consultations related to employment matters are excluded. Additional restrictions may apply. Program availability may vary by plan type and location, and are not available where prohibited by law.

This information is for educational purposes only. It's not medical advice. Always ask your doctor for appropriate examinations, treatment, testing, and care recommendations.

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